

October 25, 2013

REVISED

To: Executive Board

Subject: **Performance Indicators Fiscal Year 2014 – 1st Quarterly Report**

Recommendation

Receive and file the Performance Indicators Quarterly Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Year-to-date Foothill Transit has hit four of nine key performance indicators. The indicators met for the quarter are Preventable Accidents per 100,000 Miles, Boardings per Vehicle Service Hour, Average Cost per Vehicle Service Hour, and Farebox Recovery Ratio. The Average Miles Between Service Interruptions missed the target by 2% and Average Weekday Boardings by 4%.

Foothill Transit will continue to work to reduce the number of Preventable Accidents per 100,000 miles, Complaints per 100,000 Boardings, and improve Schedule Adherence.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for September 2013 was 1,242,132, which is six percent higher than September 2012 ridership figures.
- **Fare Revenue** – Total fare revenue for September 2013 was \$1,806,991 resulting in an average fare of \$1.45 per boarding. The reported number reflects a prior year EZ transit pass revenue payment of \$283,000.
- **Operating Expenses** – Total operating expenses for September 2013 were \$5,142,341 resulting in an average cost per service hour of \$92.01. Total operating expenditures show an increase of 2.24 percent when compared to September 2012 figures.
- **Accidents** – There were five preventable accidents recorded in September 2013 for an average of 0.45 preventable accidents per 100,000 miles for the month which is a 33.6% improvement from September 2012.
- **Customer Complaints** – Foothill Transit recorded 18.76 complaints per 100,000 boardings for September. This exceeds the target of 10.25 set for this fiscal year.

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- **Schedule Adherence** – This month, 72.4 percent of all trips surveyed were on-time, a 4.17% improvement from September 2012. The commuter express service was 80% on-time for the month of September.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in September were 1,242,132, which gives a year-to -date number of 3,587,962 which represents almost a four percent increase compared to last year's numbers. The Silver Streak had a 24 percent increase while Line 486 had a 13 percent ridership increase over September 2012 ridership figures, showing the success of the Silver2Silver and Class Pass programs. Many of the commuter routes also saw an increase in ridership during the month of September.

The total recorded fare revenue in September 2013 was \$1.8 million, which also includes a prior year EZ transit Pass revenue payment of \$283,000 and when fare revenues are adjusted for this amount, the resulting revenues are \$43,000 lower than budgeted and on par with last year's reported farebox revenue.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

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Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In September 2013 there were a total of five preventable accidents, producing an average of 0.45 preventable accidents per 100,000 miles for the month which is below the performance target. Year-to-date accidents are at 0.52 per 100,000 miles, slightly below the target.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In September, 18.76 complaints per 100,000 boardings were recorded. This is above the performance target of 10.5. Of the 234 complaints received during the month, 154 were related to schedule adherence with the Silver Streak, Lines 187, 480, and 481 getting a majority of the complaints. There were also 46 complaints related to operator courtesy, 5 related to safety, and 6 related to fares. This is a 39 percent increase compared to last year. Schedule adherence strategies and a heightened focus on customer courtesy are being addressed by members of the management team and Foothill Transit's service contractors. The Planning Department will implement new run times that reflect current traffic patterns in the November 17th service change.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In September 2013 the agency achieved an average of 72.4 percent on-time performance on all lines. This is below the performance target of 90 percent. Foothill Transit is currently using the SMARTBus system to monitor on-time performance. The Operations department has been closely monitoring the SMARTBus system to make sure the service stays on schedule. As mentioned earlier, the Planning team is finalizing schedule adjustments to be implemented with the November service change to improve the system's on time performance.

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Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 72 seconds during September 2013 is above the performance target of 45 seconds. The Transit *Stores* have been understaffed most of the month resulting in less people being able to answer the phones in a timely manner. Foothill Transit will work closely with the Veolia team to improve the service and ensure calls get answered in a timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In September 2013, Foothill Transit averaged 16,780 miles between service interruptions. This is an improvement of 19 percent when compared to September 2012. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions. Year to date Foothill Transit was just below the target of 15,000 average miles between service interruptions at 14,627 miles, which is a 26 percent improvement during this the same period last fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 22.2 boardings per vehicle service hour in September 2013. This is above the fiscal year performance target of 19.1 and is slightly lower compared to September 2012 figures. The 55,887 service hours operated during the month is 7.25 percent higher than September 2012 numbers.

Year to date Foothill Transit is operating almost six percent more vehicle service hours than last fiscal year because of added service on the Silver Streak and the commuter express routes.

Attachment H shows the trend of this performance indicator.

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Average Weekday Boardings

In September 2013, the agency averaged 52,574 boardings per weekday, which is above the fiscal year target of 49,250 boardings per weekday. Year-to-date average weekday boardings are 47,489 which is 3.42 percent higher than the previous fiscal year, which is also in line with the increase in overall boardings.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in September 2013 was \$92.01, which is below the fiscal year target of \$98.57 and reflects an 4.68 percent lower compared to September 2012 figures. The decrease in cost can be attributed to the additional service added during the November 2012 service change where addition Silver Streak and commuter express trips were added to meet customer demand. Factors keeping the average cost per vehicle service hour down are the increase in vehicle service hours along with the small increase in operating cost. Year to date FY 14 is 2.59 percent lower than FY 13.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

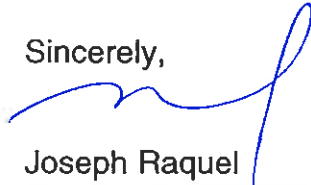
The September 2013 farebox recovery ratio was 35.14 percent. This is above the performance target of 25.83 percent and is 1.46 percent higher than September 2012. The September 2013 revenue figure however includes a one-time settlement of \$283,000 in EZ transit Pass revenues. When this one-time revenue is removed from the September 2013 figure, the farebox recovery ratio for the month is 30 percent.

For the fiscal year, farebox recovery ratio is at 29.94 percent and represents a decrease of 3.19 percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense. Promotions such as the Silver2Silver and Class Pass which have helped increase ridership but have not added any fare revenue. Foothill Transit is in discussion with LA Metro to try to recover some of the fare revenue loss from the Silver2Silver program. The Mt. SAC Class Pass demonstration project will continue through the end of the summer 2014 semester, afterwards Mt. SAC students must vote to add an additional fee at registration in order to continue the program.


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Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning



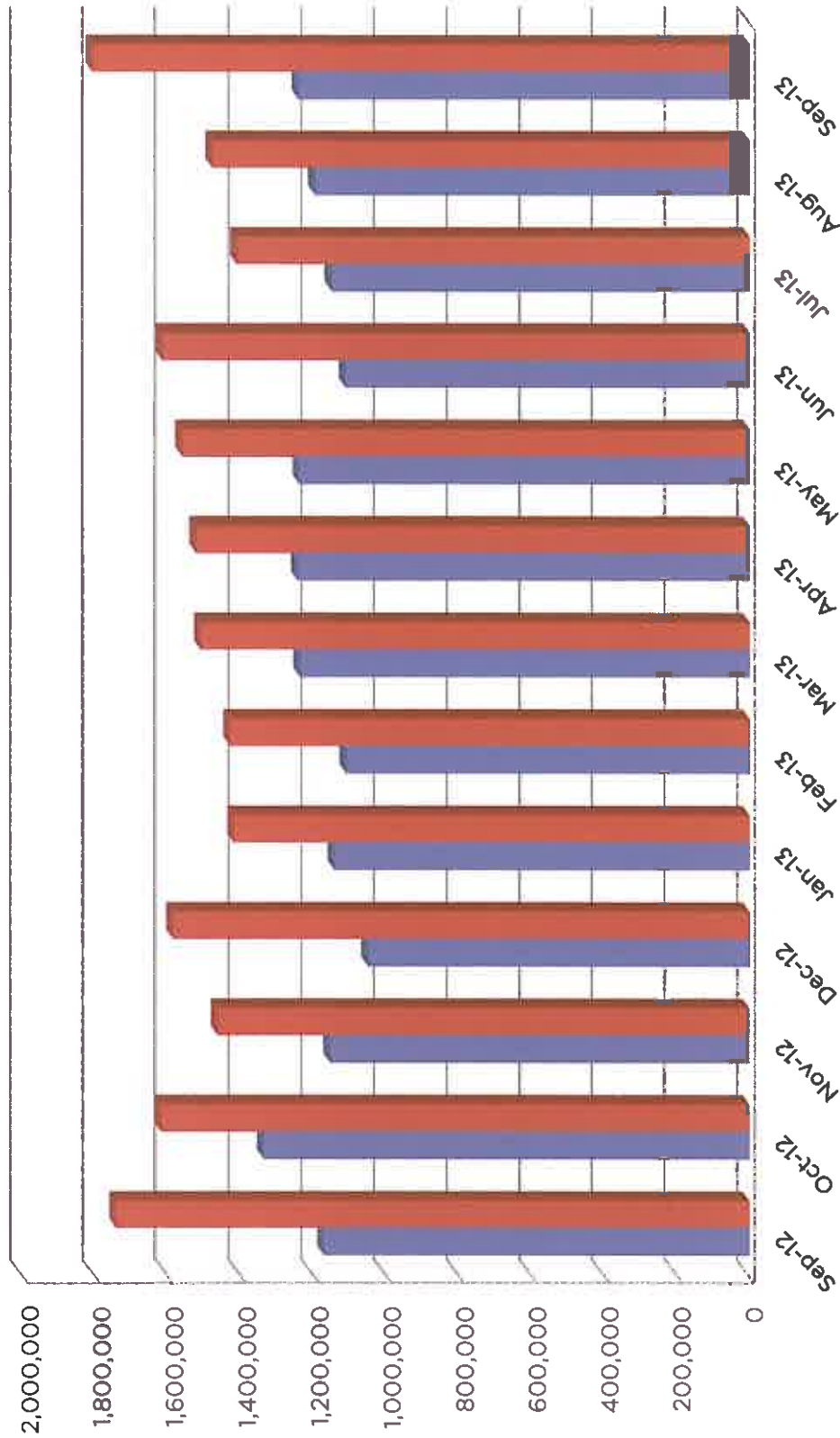
Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
September-13

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 14 Year to Date	YTD Meets/Exceeds	FY 13 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,242,132	N/A	1,172,177	5.97%	N/A	3,587,962	N/A	3,452,764	3.92%
	Vehicle Service Hours		55,887	N/A	52,107	7.25%	N/A	174,659	N/A	164,515	6.17%
	Total Fare Revenue	B	\$ 1,806,991	N/A	1,741,912	3.74%	N/A	\$4,716,831	N/A	4,720,467	-0.08%
Safe Transit System	Total Operating Expense		\$5,142,341	N/A	5,029,652	-2.24%	N/A	\$15,754,032	N/A	15,263,794	-3.21%
	Preventable Accidents per 100,000 Miles	C	0.45	X	0.68	33.61%	0.50	0.52	X	0.75	30.77%
	Complaints per 100,000 Boardings	D	18.76		13.48	-39.15%	10.25	18.28		16.62	-10.01%
Provide Outstanding Customer Service	Schedule Adherence	E	72.4%		69.5%	4.17%	90%	74.2%		74.4%	-0.27%
	Average Hold Time (sec.)	F	72		42	-71.43%	45	58		42	-38.10%
	Average Miles Between Service Interruptions	G	16,780	X	14,051	19.42%	15,000	14,627		19,875	-26.40%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	22.2	X	22.5	-1.31%	19.1	20.5	X	21.0	-2.32%
	Average Weekday Boardings	I	52,574	X	50,633	3.83%	49,250	47,489		45,920	3.42%
	Average Cost per Vehicle Service Hour	J	\$92.01	X	\$ 96.53	4.68%	\$98.59	\$90.20	X	\$ 92.78	2.78%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	35.14%	X	34.63%	1.46%	25.83%	29.94%	X	30.93%	-3.19%

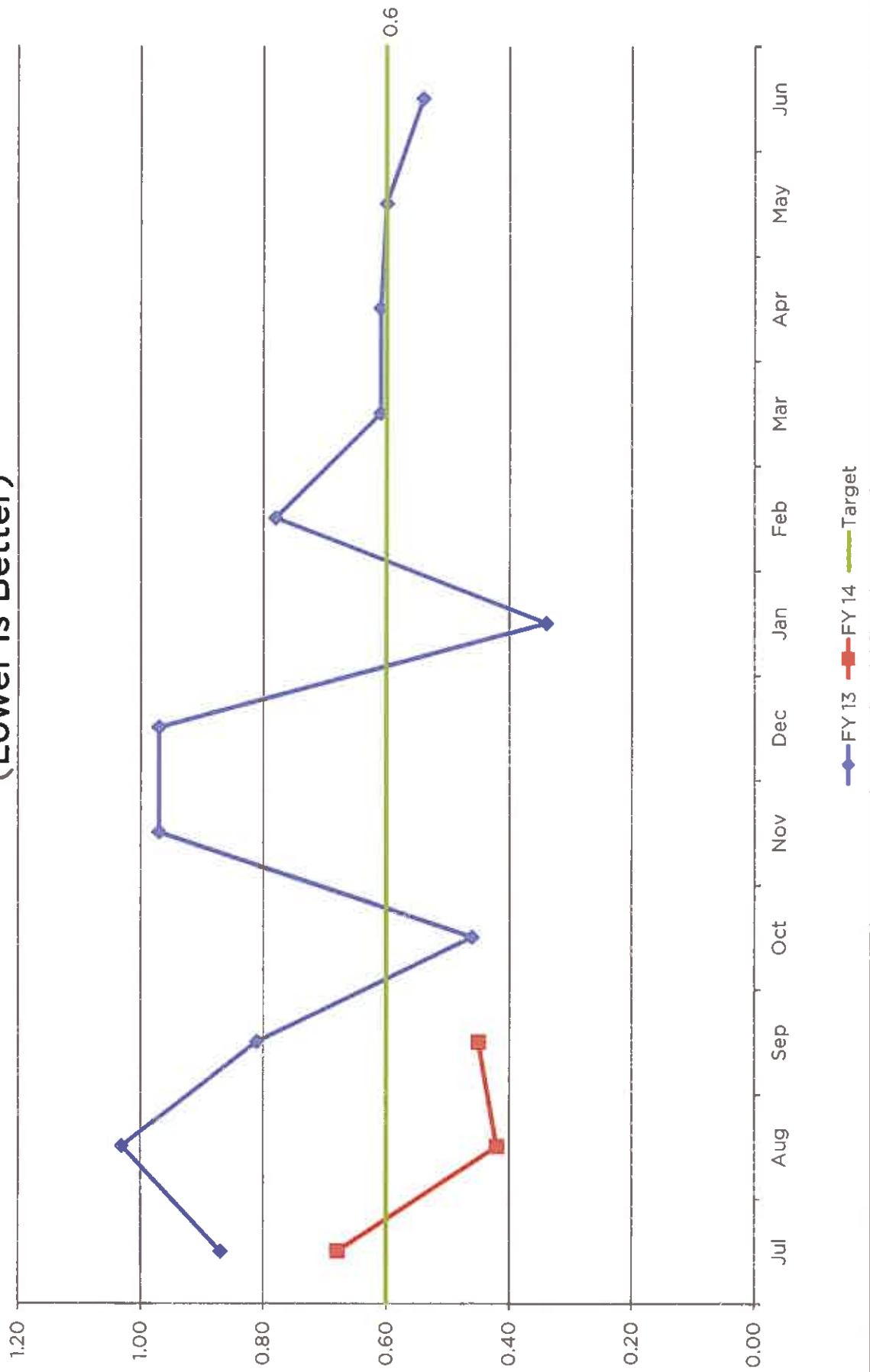
Attachment B

Attachment B: Total Boardings vs. Total Revenues

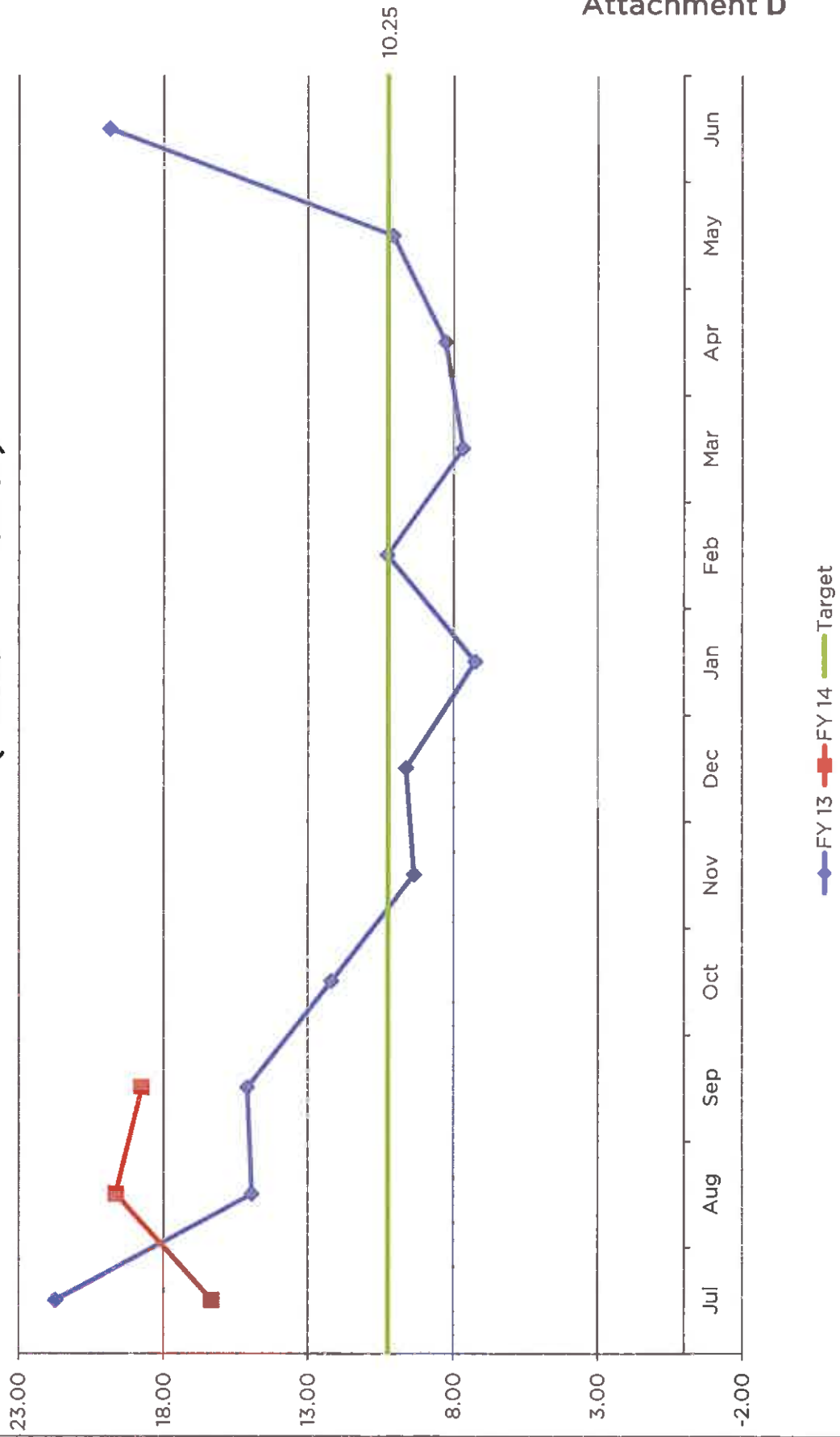


	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Boardings	1,172,177	1,337,289	1,155,055	1,049,741	1,143,008	1,109,493	1,237,114	1,243,853	1,239,532	1,111,743	1,150,164	1,195,666	1,242,132
Revenues	\$1,741,91	\$1,618,40	\$1,462,92	\$1,585,51	\$1,419,39	\$1,429,11	\$1,509,49	\$1,522,40	\$1,559,96	\$1,614,77	\$1,410,58	\$1,477,52	\$1,806,99

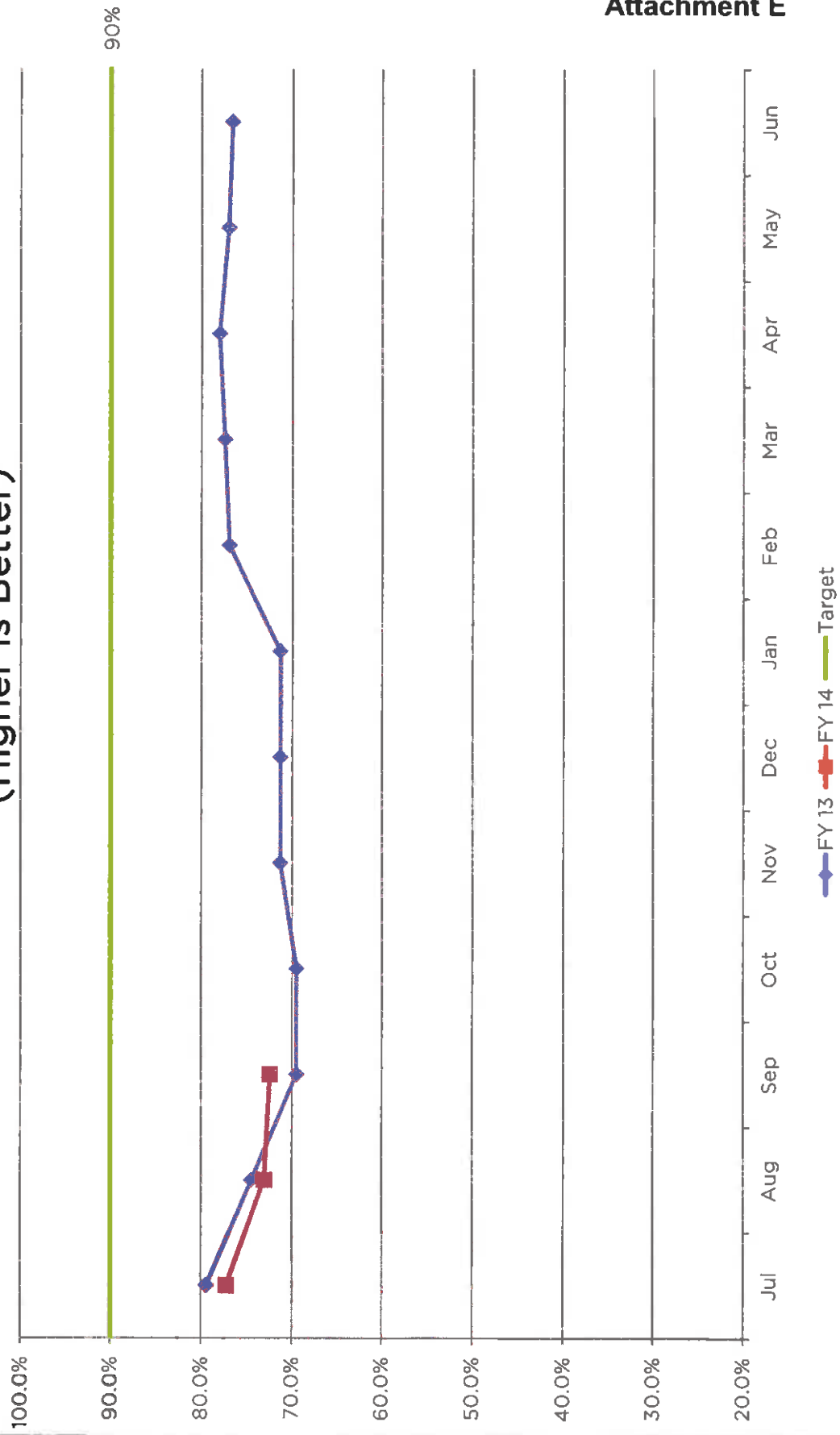
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



Attachment D: Complaints per 100,000 Boardings (Lower is Better)



Attachment E: Schedule Adherence (Higher is Better)

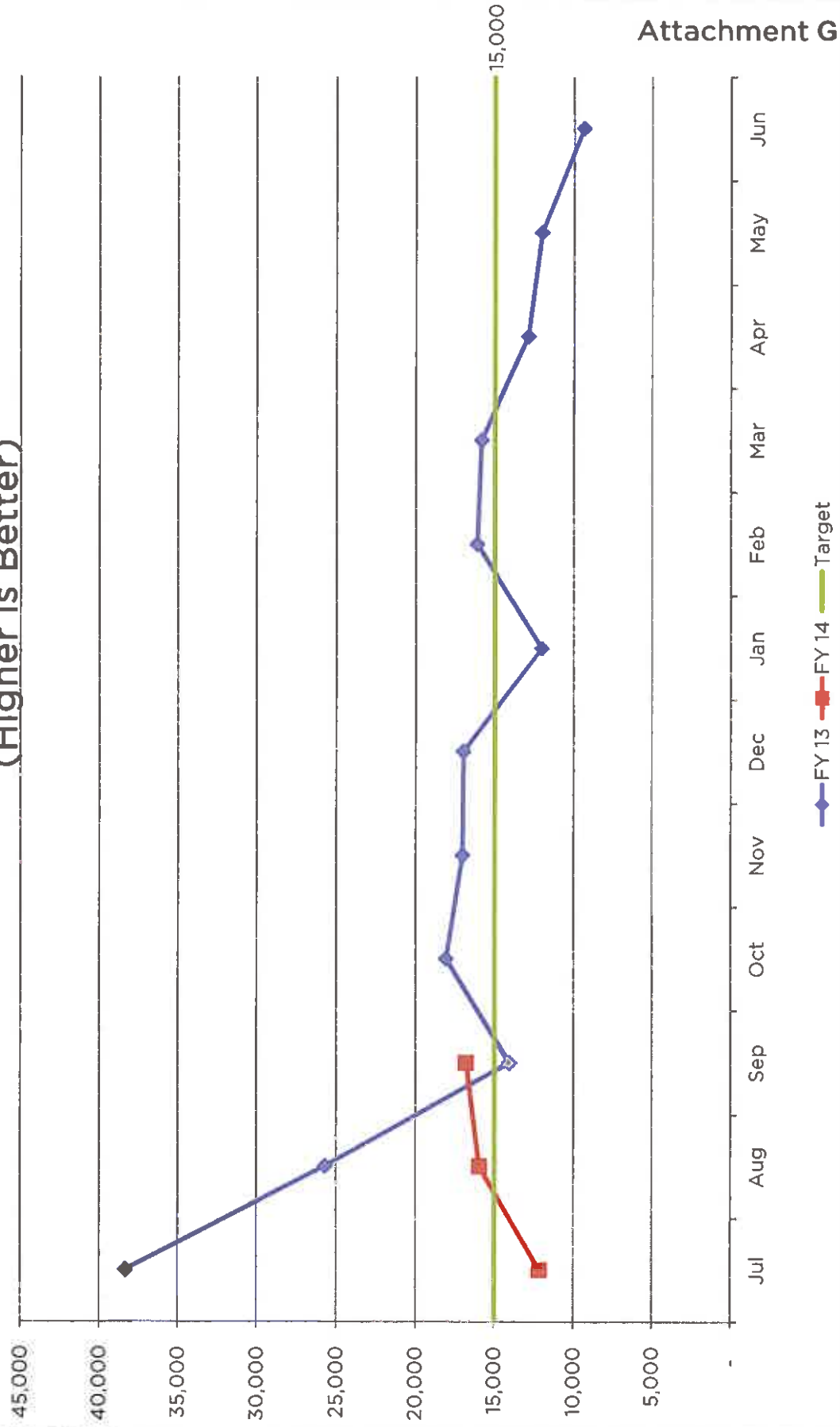


Attachment F: Average Hold Time (Lower is Better)



Attachment G: Average Miles Between Service Interruptions (Higher is Better)

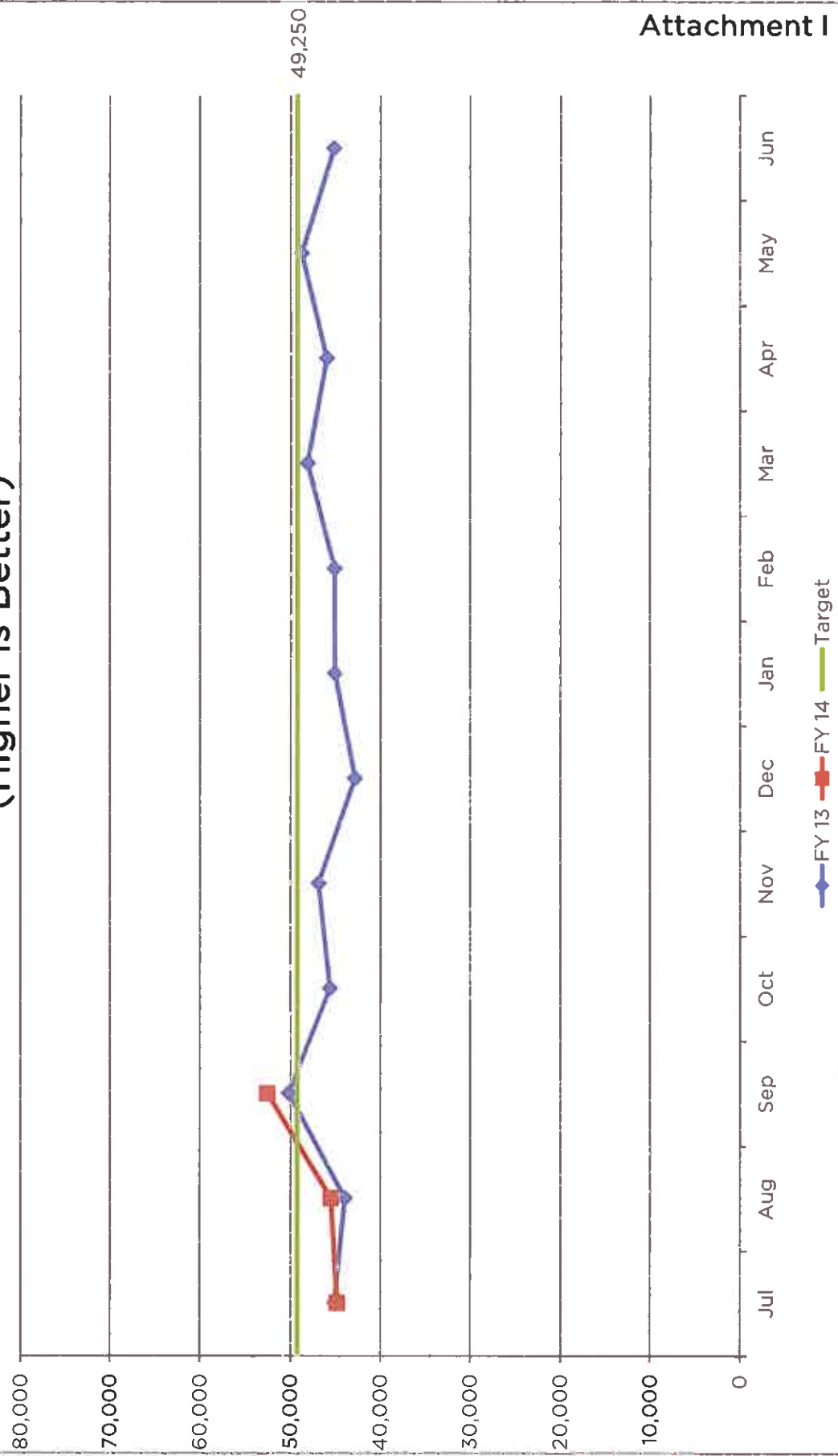
Attachment G



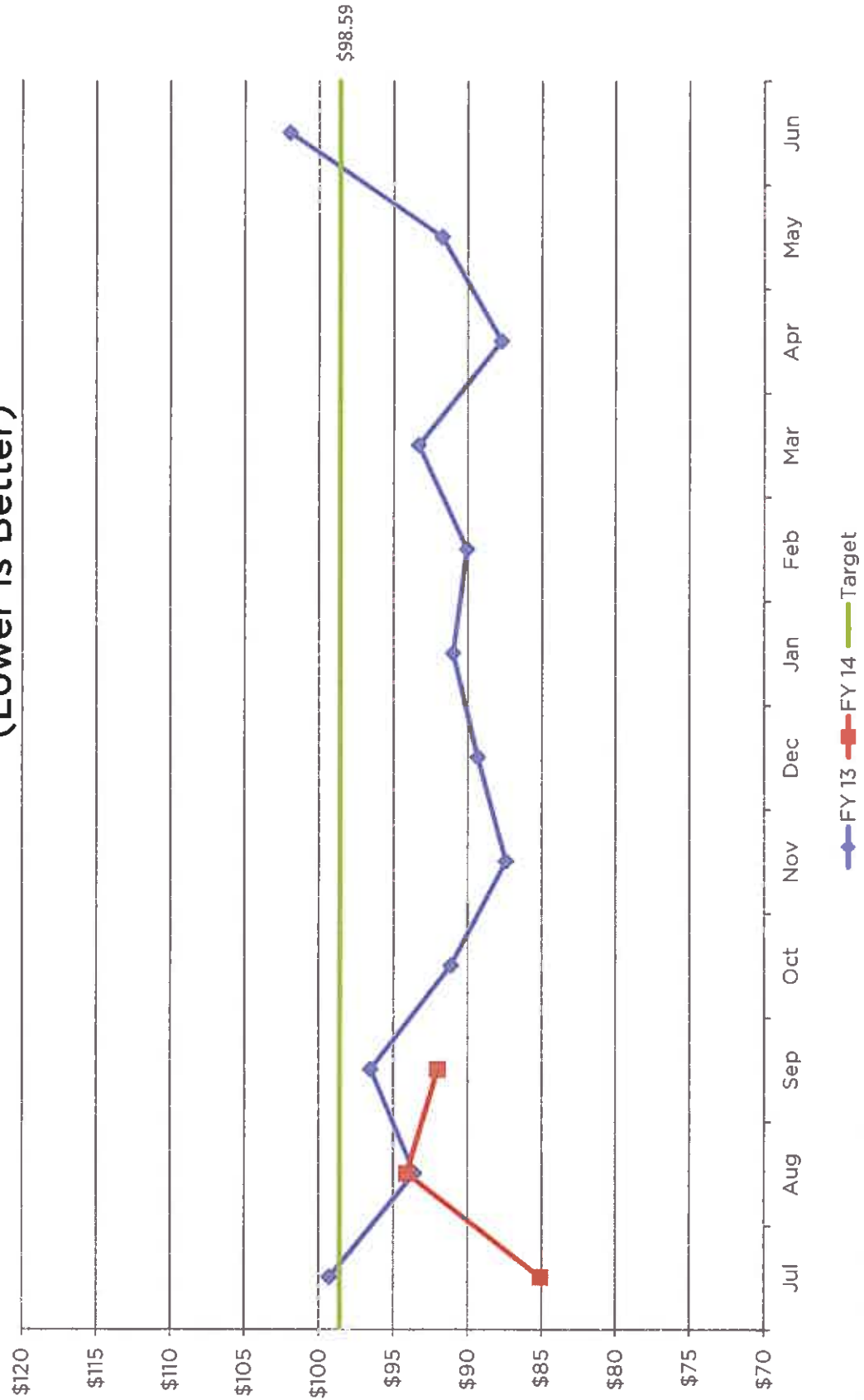
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



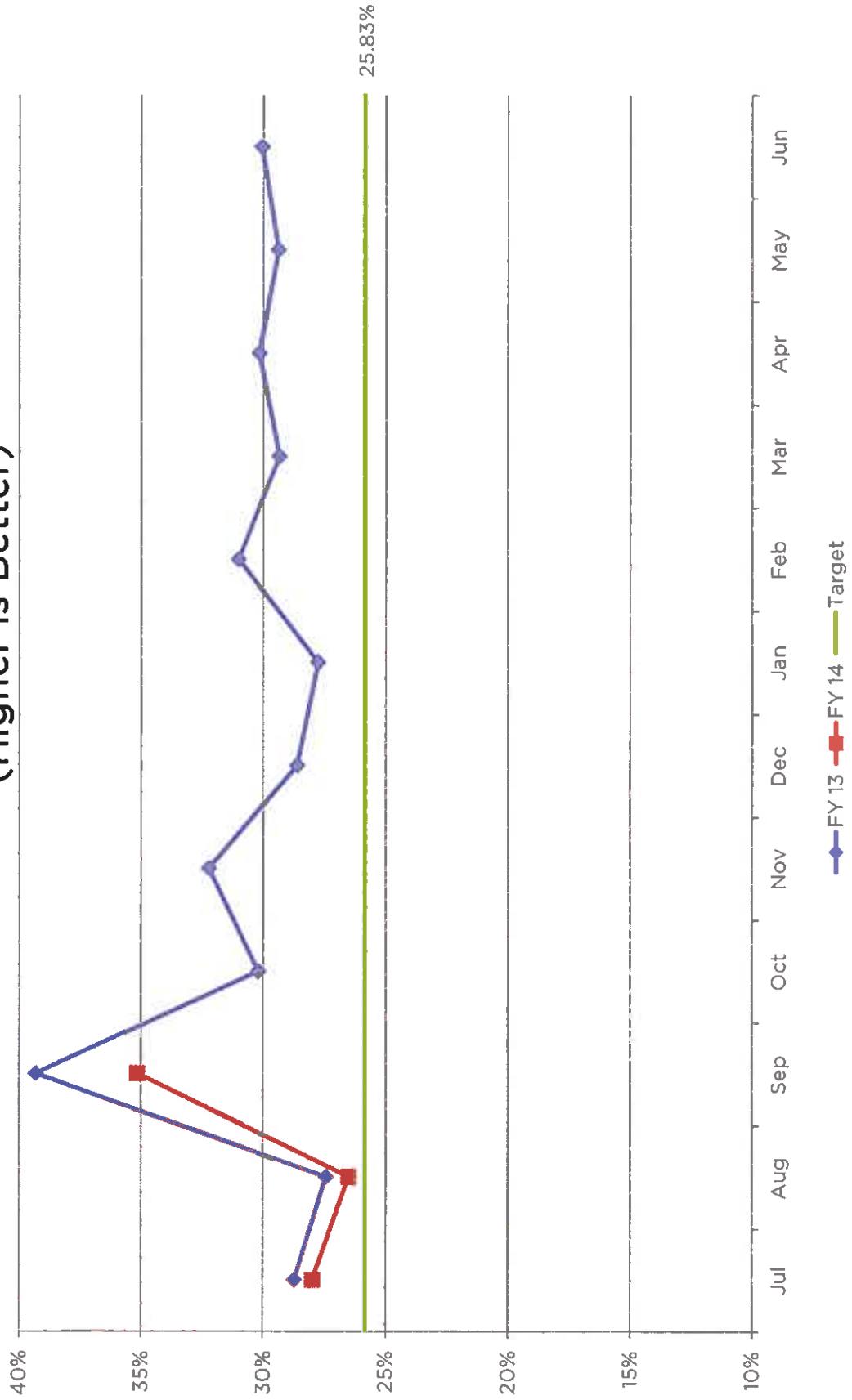
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
September-13

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 14 Year to Date	YTD Meets/Exceeds	FY 13 Year to Date	% Improvement
Average Fare per Boarding	\$1.45	\$1.49	-2.11%	\$1.33	\$1.31		\$1.37	-4.04%
Average Cost per Boarding	\$4.14	\$4.29	3.52%	\$5.16	\$4.39	X	\$4.42	0.66%
Average Subsidy per Boarding	\$2.69	\$2.80	4.27%	\$3.83	\$3.08	X	\$3.05	-0.86%
Total Vehicle Miles	1,107,503	1,025,706	7.97%	N/A	3,466,716	N/A	3,203,014	8.23%
Vehicle Service Miles	841,945	802,465	4.92%	N/A	2,626,303	N/A	2,488,557	5.54%
Total Vehicle Hours	73,657	67,518	9.09%	N/A	229,908	N/A	197,497	16.41%
In-Service Speed	15.1	14.1	6.84%	N/A	15.1	N/A	14.8	1.80%
Boardings per Vehicle Service Mile	1.48	1.36	8.48%	N/A	1.37	N/A	1.42	-3.79%